



Job No:

# ROLE PROFILE

<b>Job Title:</b> Case Manager	<b>Current Job Holder(s):</b>
<b>Department:</b> Case Management Team in Professional Services Division	<b>Date Created/By:</b>

## DEPARTMENT DESCRIPTION

The Medicolegal and Dentolegal services offered by MPS provide a range of advisory services to our members worldwide and offer a case handling service which represents members' interests, in a wide variety of circumstances, including as part of a disciplinary process, whether involving an employer, a contracting body, the ombudsman, or the regulator.

Case Management Teams are multi-disciplinary teams (comprising MLCs/DLCs, Legal Advisers, Case Managers, Case Management Assistants and Legal Advisers and Assistants, supported by Team Administrators) which are principally responsible for handling Criminal, Disciplinary, Inquest and Regulatory cases. Case Management Teams work alongside the Advisory Team which is principally responsible for handling Complaint, Advice and Report case types, as well as being the initial point of contact for member telephone advice.

## JOB PURPOSE

Case Managers in the Case Management Teams are responsible for managing their own case load of files delivering a world class service to members.

Case Managers will advise and guide members through the various processes relevant to their caseload and act proactively and in a timely fashion at all times working with all members of the team. This will involve liaising with members, instructing Legal Advisers and Experts where necessary and exercising judgement to formulate strategies to advise and assist members in all cases.

Case Managers will be expected to contribute to the ongoing success and continuous improvement of the service provided by the Case Management Teams.

## RESOURCES MANAGEMENT

**Reports to:** Case Management Team Leader

**Budgetary/financial framework:** Delegated authority to authorise assistance (and by implication expenditure) on cases in accordance with authority level.

## KEY RESPONSIBILITIES

To work autonomously, following regular strategic reviews with the Medico or Dento-Legal Consultants to deliver a world class case handling service to MPS members

Key responsibilities are:

1. Advising members by telephone, in correspondence and face to face, about a wide variety of



Medico or Dento-Legal and ethical issues affecting their professional practice.

2. Investigating and evaluating cases affecting members where there may be a wide spectrum of potential risks to members' professional standing in order to achieve the best outcome for the member. This can include, but is not limited to: inquests, disciplinary, criminal, regulatory hearings or GDS cases, [or a combination of one or more of these]
3. Making case-handling decisions, such as when to escalate to a Medico or Dento-Legal Consultant or instruct a Legal Advisor, a barrister, or an expert in individual cases, taking into account the requirements of the individual case and member, in an effective and efficient manner.
4. Attending meetings, both remotely and in person, as part of the handling of individual cases, supporting and counselling members.
5. Representing members' interests both in writing and in person, in a wide variety of circumstances, including as part of a disciplinary process, whether involving an employer or a contracting body, a Regulator, Coroner at Inquest or as part of a Criminal investigation.
6. To develop and maintain working knowledge of expected professional standards and relevant legislation to advise members
7. To proactively manage a caseload of files and ensuring case management in a timely and effective manner.
8. To deliver team and individual targets to ensure they are consistently met and exceed in accordance with MPS Delivering Exceptional Staff (DES). Showing support for other members of the team and organisation as a whole.
9. Support and advise other members of the team and support the organisation as whole.
10. To be dynamic and adaptable to the changing face of the Medico/Dentolegal environment, and the needs of MPS and its membership
11. Interpretation of policy and benefits of membership in relation to individual cases within the Department to decide whether MPS assistance is in scope and should be granted.
12. Undertaking other duties and tasks that from time to time may be allocated to the jobholder that are appropriate to the grade or role.
13. To keep up to date with relevant professional knowledge.
14. Complying with applicable professional ethical guidance and all relevant internal rules, policy and procedures, including those relating to Health and Safety, Data Protection, IT Security and all those contained within the issued Staff Handbook.

## **MAIN JOB REQUIREMENTS AND PERSON SPECIFICATION**

### **Education/Qualifications/Training:**

#### **Essential**



- Degree level or equivalent experience of a similar role

**Desirable**

- A legal degree
- Legal Practice Course
- HR CIPD
- A recognised qualification in healthcare law

**Specific Experience:****Essential**

- At least 12 months' relevant experience

**Desirable**

- Experience of working in a Medical or Dental setting
- Previous experience of handling a full case load in a legal, medical or insurance organisation

**Abilities/Skills/Knowledge:****Essential**

- Ability to investigate and analyse new and open cases end to end and provide a pragmatic approach to problem solving
- Work autonomously to ensure effective handling of cases
- Ability to manage a significant and wide range of complex and challenging situations
- Excellent interpersonal skills.
- High quality oral and written communication skills, including patience, tact and discretion when dealing with confidential and sensitive information.
- A track record as a good team player able to work well with colleagues.
- An ability to tolerate ambiguity and uncertainty.
- Good financial awareness.
- Influencing and negotiating skills.
- Integrity and respect for people of all roles and backgrounds and the ability to gain trust and respect of colleagues, and external contacts.
- A good knowledge of written English language/grammar is essential together with accuracy and efficiency when typing.
- IT literate with the ability to learn in-house systems quickly and efficiently, the use of Microsoft Office 2010, Outlook and the Windows suite of software is essential.
- The ability to prioritise and meet tight deadlines and schedules.
- Good diary keeping and time management is essential.
- The ability to keep calm under pressure, maintain courtesy, tact and diplomacy.
- Resilience and be highly motivated.
- An awareness and ability to display principles of good customer care while maintaining an engaging, calm, courteous and confident style.
- Ability to embrace change in relation to practices and procedures for the improvement of MPS's



Job No:

# ROLE PROFILE

business needs.

**Desirable**

- Knowledge of professional regulatory frameworks
- Working knowledge of healthcare
- Knowledge of medical or dental terminology

**I confirm that this is a true and accurate reflection of this job**

**JOBHOLDER signature:**

Print Name:

Date:

**LINE MANAGER/SUPERVISOR signature:**

Print Name:

Date:

**HEAD OF DEPARTMENT (if different from Line Manager above) signature:**

Print Name;

Date: